CONTACT INFORMATION

Mobility Main Number.......................... 410-764-8181

Mobility Reservation Line .... Option #1

Mobility Certification Office........................ Option #6

Call-a-Ride Certification Office.................. Option #7

PassWeb (Customer Care Center).............. Option #8

MTA General Information 410-539-5000

Toll-free........................... 866-RIDE-MTA (743-3682)

Call-a-Ride Customer Service.............. 410-664-2030

Maryland Relay 711

Call-a-Ride Website .... www.mtacallaride.org

MTA Website .... www.mta.maryland.gov

MTA Mobility | 4201 Patterson Ave.,
2nd floor, Baltimore, MD 21215

www.mta.maryland.gov/mobility

This document is available in an alternate format or translated upon request. Please contact MTA Office of Customer and Community Relations.
410-767-3999 • 866-743-3682 • TTY 410-539-3497

Este documento está disponible en un formato alternativo o traducido al pedirlo. Por favor, comuníquese con MTA Office of Customer and Community Relations.

По запросу этот документ доступен в альтернативном формате или в другом языке. Пожалуйста, обращайтесь к
MTA Office of Customer and Community Relations.

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MTA Maryland

Maryland Department of Transportation

MOBILITY LINK

PASSWEB
24/7 ONLINE RESERVATIONS

LINKING YOU
www.mta.maryland.gov

CONVENIENCE.

That's what MTA's Mobility Service is all about. And now it's more convenient than ever to take control of your ability to get around.

PassWeb from Mobility enables you to enjoy the ease and convenience of booking trips from the comfort of your home – or even on the go – using your computer or tablet.

With *PassWeb*, you won't have to wait for a booking agent. You'll have all the options you need right at your fingertips, so you can:

- Book Mobility trips
- Cancel Mobility trips
- Review scheduled trips
- View, change or update account information
- Spend less time on the phone
- Make reservations anytime
- Save time

GETTING STARTED IS EASY.

The easy-to-use interface and step-by-step instructions are designed to make *PassWeb* as convenient to use as possible. Here's all you do:

1. Click on the *PassWeb* icon at **mta.maryland.gov/mobility**. (You can also go directly to **passweb.mta.maryland.gov**)

2. Enter your Mobility identification number. If you have already created your own Mobility Direct password, use that. If you have not created your own password, your default password is your birthday. For instance, if your birthday is August 30, 1940, your password would be 08301940.

3. Choose your options and fill in the required information.

BOOKING A NEXT DAY RIDE?

Next-day bookings are subject to specific cut-off times in order to coordinate driver schedules. Next-day bookings must be made by 5 pm.